



## Milestones and Accomplishments from the DMV Modernization Project

### A Message from Project Director Rick Clelland



The DMV Modernization Project and implementation of the new DMV System will mean all new processes for both

Department of Revenue employees and our partners in county treasurers' offices across the state. And, because the way we do things is changing so drastically, it's necessary to create a set of guidelines for the people doing the work. That's why KDOR is dedicated to outlining a set of policies and procedures for all users of the new DMV System. These policies are being designed as a road map to assist users with the new roles they're stepping into as agents of the state.

For example, up until now counties have not had the authority to approve vehicle title applications. Instead they would collect the required

documentation and send it on to the state to complete the process. With the new system the counties will not only be collecting and scanning all of the data and documents themselves; they'll also be making the final call on whether to approve the title. This is a huge responsibility and it will require more than just demonstrating the steps in the system that it takes to complete this process. The policies for completing a title application will also help guide county employees when something unexpected or unusual happens in the process.

Then, once the policies have been finalized and approved they'll be compiled in a manual that will be available online through the DMV Project website and County Portal. This way everyone using the system has a uniform set of standards they are following, and answers to questions can be found and referenced with ease.

Sincerely,

Rick Clelland, Project Director

## Training Team and Teach Backs

Jodie Soldan, Trainer

Phase 1 instructor-led training classes are quickly approaching and the training team is in full preparation mode. Training Team members recently completed their "Teach Backs" as the beginning step in practicing for the classroom experience.

Each member of the training team selected a different lesson and prepared one hour of instructor training on their respective topic, along with data to demonstrate the lesson in the Sandbox.

The audience was made up the remaining members of the training team as well as Organizational Development Team manager Lisa Kaspar and 3M trainers Frank Denson and Manuel Dinis. After each presentation there was an hour of feedback from the audience.

Teach backs were extremely beneficial for the individuals and the team as a whole. The trainers spent many hours preparing for their presentations but it paid off as they become more comfortable with the format, the material, and received valuable feedback from their peers.

# The New Change Agent Network

Juan Gonzales, Change Analyst

“This was the best Change Agent meeting. It was informative and moved [through] topics quite well.” - CAN participant



Change is happening all around and the Change agent Network is no exception. The 5<sup>th</sup> Change Agent Network (CAN) meeting had record attendance and a record amount of information released to our stakeholders. We changed the format in order to shift the focus to county preparedness, and tried to address as many questions and concerns as possible to ensure that attendees left with the most up-to-date information available about the project.

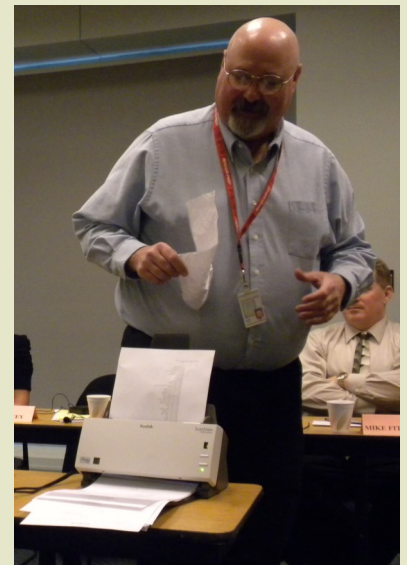
The new format consisted of our panel of experts who presented detailed answers to questions and concerns submitted by county treasurers, their employees, and Kansas Department of Revenue (KDOR) associates. For a list of questions and answers addressed at the meeting please view the [“Master Question and Answer List”](#) on the DMV Project website CAN page.

The session also included a demonstration by KDOR Deputy Director of Information Services Glen Yancey. He showed off the speed and capabilities of one of the proposed document scanners, including how the scanners could handle some of the more “unruly” wrinkled, wadded and otherwise unkempt documents.

Your support and positive feedback regarding the CAN format changes have been very encouraging. Here are some of the responses we received in the anonymous surveys we sent out after the meeting:

- “I think this was the best Change Agent meeting. It was informative and moved thru topics quite well. I only wish the last 4 would have been this good and the next few are as good or better.”
- “Great meeting. Very informative. Really like the panel discussion.”
- “This session was very informative. I am looking forward to the next one!”

Details for the next Change Agent Network meeting will be available on the [DMV Project](#) website in January.



Want the most recent DMV Project information sent directly to your email in-box? Go to [www.dmvproject.ks.gov](http://www.dmvproject.ks.gov) and click on [ListManager](#) to subscribe and stay up-to-date!

# Preparing for the Future: Project Learning Sessions

Beth Bogenrieder, Change Analyst

As the time draws nearer to go-live for Phase 1 of the new DMV System, the Organizational Development team is finding new ways to prepare Department of Motor Vehicle associates for the coming change. One way they've accomplished this is by implementing 30 minute Project Learning Sessions (PLS) on Monday afternoon for all Titles and Registration associates. During these sessions, associates get one-on-one training over various parts of the DMV website, including walk-throughs and hands-on activities available through computer based training (CBT) courses located on the DMV Project website [training page](#).

Each Monday, two groups of approximately 12 associates rotate through the Meadowlark Computer Lab to participate in a focused area of the website. The associates that are not in the rotation for the week are allowed a 30 minute period to explore the DMV Project website at their desk, as well as ask project staff any questions pertaining to the DMV Project.

The most recent rotation of Project Learning Sessions has Titles and Registration associates following a computer based training (CBT) course on Navigating the DMV System Menu Bar and answering a corresponding questionnaire. Before viewing the CBT, associates are asked as a group to recall step-by-step instructions on how to reach the [DMV Website](#) and navigate to the correct page. This way, they are not only teaching one another in an interactive setting, but team building for the future.

These Project Learning Sessions (PLS) which started in September, will continue to be an ongoing process to familiarize associates with project events, terms and acronyms, as well as the look and feel of the new system. The sessions will also provide some extra practice before these associates start training in the DMV System Sandbox environment. By helping associates gain familiarity with the system ahead of time, the Organizational Development team hopes to make the new transition as easy as possible for all associates involved in the DMV Project.

## Annual Driver License Training

Wil Raynor, Trainer



Representatives of the DMV Modernization Project attended the annual Driver License Examiner Training held November 3<sup>rd</sup> and 4<sup>th</sup> at Emporia State University and the historic McPherson Opera House.

Project Director Rick Clelland gave an overview of the DMV Project and provided a brief status report to those attendees who will be involved in Phase 2 of the Project.

Communication Specialist Gena Terlizzi provided information regarding the project website and also explained the system's centralized database that will aid all County and KDOR personnel.

The Organizational Development Team Manager, Lisa Kaspar recapped the timeline of the Project and provided details of the duties of the OD team along with general Project information.

Communication, Culture and Change Team Lead, Cathy Novak-Wood explained the objectives of the CCC team and informed the attendees of the means of support that are available to them as Phase 2 nears.

Trainer Wil Raynor provided a preliminary timeline and locations for the upcoming instructor-led training for DRIVS Phase 2, and reinforced the benefits of the new system and available support.

This annual training event was hosted by Terry Mitchell, Manager of Driver License Issuance and John Holroyd, Public Service Administrator and CDL Coordinator.

Other speakers included:

- Carmen Aldritt, Director of Vehicles
- Miguel Arellano-Hernandez, KDOR Identity-Security
- Ted Smith, KDOR Attorney
- Ray Gabel, Midwest Transplant Network
- Marcy Ralston, Driver Control Manager
- Shane Myers & Emily Marquart, KanPay

## Summing Up UAT

Kim Jones, Change Analyst

UAT is an acronym for User Acceptance Testing. This is the testing that is being done for the new DMV System. Testing is conducted in cycles by various people from the DMVM project, including: Business Analyst Team, County Treasurers, Organizational Development Team, and select T&R and Drivers associates. When 3M downloads new information or modifications into the DMV System, testing is required to ensure that the DMVS is operating as expected. Currently, the testers run various scenarios, called scripts, through the system and report any “bugs” to the 3M programmers. These “bugs” (system errors) are analyzed and corrections are made if necessary. When the following testing cycle occurs, the project testers rerun the transactions where the “bug” occurred to see if the error repeats itself. If it does not, the “bug” is considered amended; else, the “bug” goes back through the correction process. At this time, the project testers have completed MOVRS Cycle 4 & 5, and are gearing up for MOVRS Cycle 6/DRIVS Cycle 5.

## Preparing for Change in Titles & Registration

Beth Mercer, T&R Associate



The Titles & Registration and Dealer Licensing associates have been preparing for the coming changes by dedicating time each week to learning about the project through interactive activities and learning sessions.

One of these sessions involved a question and answer activity, called “The Brick Wall”. This activity helped further our knowledge of the DMV Project, and hearing

the responses out loud helps everyone retain the information they’re gaining. Another activity included a terminology scavenger hunt specifically tailored to help familiarize associates with common acronyms that are used in the new DMV System.

The variety of activities and information gained helps us to become more comfortable with the knowledge we’ll need to face the challenges that lie ahead. The activities also force associates to step out of their comfort zones. These are skills that will help us in the long run once the new system is in place and we are all adapting to the new processes.

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[www.dmvproject.ks.gov](http://www.dmvproject.ks.gov)

### Word of the Month

**holistic - adjective**

1. Relating to or concerned with integrated wholes or complete systems rather than with the analysis or treatment of separate parts.

The New DMV System is holistic because rather than having a separate system for each function, it incorporates the work done by all areas within the Division of Motor Vehicles.

### Analyzing Acronyms

#### ATMM

Accounting Transaction Money Manager is the financial component of the new DMV System that is responsible for fee calculation, collection and distribution for all areas within the Division of Motor Vehicles.

For a complete list of project acronyms, visit the [DMV Project website](http://www.dmvproject.ks.gov) and click on [project documents](#).